PACIFIC SOUTHWEST REGION (REGION 7)

NATIONAL NETWORK OF LIBRARIES OF MEDICINE

Pacific Southwest Regional Medical Library (PSRML)

Serving the states of Arizona, California, Hawaii, and Nevada, and the U.S.-Associated Pacific Basin.

Quarterly Progress Report
May – July 2003

University of California, Los Angeles
Contract No. N01-LM-1-3517

Date Submitted: February 10, 2004

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PACIFIC SOUTHWEST REGIONAL MEDICAL LIBRARY (PSRML)
NATIONAL NETWORK OF LIBRARIES OF MEDICINE, PACIFIC SOUTHWEST REGION
MAY-JULY 2003

A. NETWORK PROGRAMS

1. Providing health professionals with a basic level of information services

   - The PubMed Basics[1] brochure, a key resource for providing training and support to health professionals, was updated in June to reflect changes in PubMed's MeSH database and emailing citations.

   - We publicized PubMed's free, full-text access through our electronic discussion list, our web site news, and our newsletter.

   - With the addition of the new MeSH Database, we updated the PubMed Basics brochure as of June, 2003. Although we had just updated the trifold in March, we considered the Mesh change to be significant.

   - Loansome Doc service is offered by 205 libraries in the Pacific Southwest Region.

   - The following videotapes and audiotapes circulated to network members during the quarter via our PSRML multi-media loan page[2]:

     - Videotapes/CD-ROMs/DVDs:

     - NLM Branching Out- MeSH Vocabulary- (5 network members); Children's Environmental Health Resources (2); Copyright in the New Millennium (2); Effects of E-Journals on Your Library (1); Get Hip to HIPPA: Health Information Professionals and the Health Insurance Portability and Accountability Act (4) MLA Informationist Conference (1) Primary Medicine Today (2) ARL: Safeguarding our Patrons Privacy Safeguarding our Patrons Privacy: What Every Librarian Needs to Know about the USA Patriot Act & Related Anti-Terrorism Measures (8) MLA: Sync or Swim -- Managing the Flood of PDAs in Health Care (2)

     - Audiocassettes:

       Medical Library Association 2003 Annual Meeting and Exhibit – 27

   - PSRML filled **21** requests from network members for NLM promotional items. Over the course of the quarter, PSRML filled and mailed a total of **9993** items NLM and NN/LM promotional items including: Guides to NIH HIV/AIDS Information Services; Health Hotlines Booklets, MEDLINEplus Bookmarks, MEDLINEplus and NLM Pens, MEDLINEplus Posters and PSRML mouse pads.

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[1] http://nnlm.gov/nnlm/online/pubmed/pmtri.pdf
[2] http://nnlm.gov/psr/loans/

2. Assessing the needs of health science libraries

- The Brandon/Hill lists are now available online[3]. With feedback from the Network Coordinators during the breakout session at MLA, PSRML will no longer maintain the MLA Brandon/Hill Journal Links page. All of the NN/LM web pages containing this link have been updated (excepting newsletter articles). Sites that link to this page have also been notified. Although all links have been deactivated, we have kept the page live with a very visible notice about the change. We will monitor any comments and will also monitor the number of hits to that page.

- Libraries are continuing to sign up PubMed's LinkOut for Libraries. As of the end of this quarter (July 31, 2003), **84** libraries in the Pacific Southwest Region are active participants; **31** have begun the process but are still "inactive". We have begun targeting these inactive libraries to see how we can assist them to become active in LinkOut. We continue to find that libraries have difficulties preparing icons; to respond to this problem, Andrea Lynch wrote an article for *Latitudes* about icons and how PSRML can help its network libraries to produce and store icons.

- One of our resource libraries secures full-text access, on behalf of its main university library, through SciServer, an electronic journals package managed by the Los Alamos National Laboratory. There are very few health science libraries that receive service through SciServer; consequently, SciServer does not participate in LinkOut. We have notified LinkOut staff about this issue.

- We have received a number of comments from libraries that they are updating their SERHOLD data now that they are participating in LinkOut to SERHOLD.

- We sent Oakland Public Library and Guam some books from NLM/LC shipments. One librarian told us, "They are useful titles that we do not own. We are still waiting to find out what kind of budget we have."

- In May, Kay Deeney visited and toured Michael Kronenfeld's library, the Arizona School of Health Sciences, Learning Resource Center in Mesa, Arizona.

3. Managing the NN/LM Network membership program for the region

- There has been no change in public library membership during this quarter; we have 30 public libraries who are Full or Affiliate Members.

- We are continuing to build on the public library membership plan drafted during Year 02. We are now beginning to develop supporting materials; for example, we have a draft of a new membership brochure to be used when promoting membership to public libraries and others.

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[3] http://www.brandon-hill.com.

- According to DOCLINE, Region 7 has a total of 647 network members: 237 affiliate and 410 Full members.

4. Implementing the Regional Document Delivery Plan

- By the end of this quarter, **53** libraries are EFTS participants. This is an increase of 51% over last quarter (35 libraries as of April 30, 2003).

- We promoted the results of the ILL Cost Study, presented by Julie Kwan of PSRML and Penny Glassman of the New England Region at the RML Directors meeting in May 2003, to Resource Library Directors and DOCLINE libraries in the Pacific Southwest Region. There was considerable interest in the data and its implications for the national maximum charge.

- We promoted the new DOCLINE 1.6 in our region through our electronic announcement list and our newsletter, and we responded to questions about it from network members.

- We promoted EFTS in our region through announcements of new EFTS members on our electronic announcement list, by providing an up-to-date growth curve on our web site, and by featuring articles about EFTS in each issue of *Latitudes*, the PSRML newsletter.

- We continue to receive and respond to questions from network members on a variety of document delivery issues. During this quarter these included: DOCLINE reports, DOCLINE routing, the SERHOLD to OCLC update, and copyright compliance.

- During this quarter, PSRML staff participated in two NLM DOCLINE teleconferences.

- DOCLINE statistics for the Pacific Southwest Region are:

  - There are no pending DOCLINE applications.

  - 410 DOCLINE libraries; 31 of these are Borrow-only libraries.

  - 134 DOCLINE routing table approvals were completed at PSRML during the quarter.

  - One DOCLINE orientations were performed via telephone during the quarter, which took a total of 1 hour.

  - Twenty-eight library groups, including those that are cross-regional, are recognized in the DOCLINE system.

  - Forty requests for DOCLINE holds were received and processed during the quarter.

  - Two libraries were added to the FreeShare Library Group in DOCLINE during the quarter, for a total of 93 FreeShare library group members in this Region.

- The following chart shows DOCLINE participation in the Pacific Southwest Region:

Location	SERHOLD Contributors	Borrow-Only DOCLINE	Total DOCLINE Participants
Arizona	43	7	50
California	305	22	327
Hawaii	15	1	16
Nevada	11	1	12
Pacific Basin	5	0	5
Regional Total	379	31	410

5. Meeting responsibilities of Resource Libraries and the RML

- The annual Resource Library Directors Meeting was held on June 4, 2003 at Savitt Medical Library, University of Nevada, Reno. It was attended by the directors and the RML librarians. This was the last meeting attended by Joan Zenan, Director of Savitt Medical Library, who is planning to retire this year. Dick Miller attended the meeting for Deborah Ketchell, who became Resource Library Director at Stanford on June 1, 2003. Topics discussed during the meeting include library space planning, outreach evaluation, outreach project highlights, funding opportunities, resource sharing issues, NLM program presentations, the regional medical digital reference project (MDRP) and Biosites. Meeting minutes are in **Appendix C.**

- PSRML welcomed a new Resource Library director at the University of Guam. Christine Scott-Smith is now Director, replacing Nicholas J. Goetzfridt who has begun a year-long sabbatical in Hawaii.

- Resource Library directors were asked for input regarding NLM's continued implementation of the ILL/ISO protocol in DOCLINE. There was resounding support for this effort, not only from this region but others as well.

- As a result of NLM's decision to continue work with the ILL/ISO protocol, Resource Libraries were then asked about the ILL systems they use to help NLM determine priorities for cooperative work between NLM and the ILL vendors. Three (3) use OCLC's ILLiad, five (5) will use Fretwell-Downing's VDX, one (1) uses RLG's ILL Manager, one (1) uses QuickDoc, one (1) uses and in-house system, and one (1) reports no ILL manager software.

6. Establishing and maintaining communications

- Two issues of *Latitudes*, the PSRML newsletter, were published. Maryann Zaremska's article in the May/June 2003 issue of *Latitudes*, "EFTS – How to get approval from the powers that be", has been linked from MLA's Hospital Libraries Section web site in its

articles of interest section. We are delighted that this article has an extended audience. The May/June issue also included articles on Open Access publishing, the RML Directors meeting, outreach awards, DOCLINE's 10 millionth request (filled in our region), and a DOCLINE update. The July/August issue included a lead article by Kathryn Skhal, from the UC Davis interlibrary loan department, about her experience earning a library degree in a distance education program at the University of Illinois. The issue also included articles about the Resource Library Directors meeting, the HIV/AIDS Information Summit results, EFTS, medical digital reference, and LinkOut icons.

- We received the ISSN for *Latitudes* that we applied earlier in the year; the ISSN is 1544-743X.

- PSRML staff attended NLM/RML teleconferences.

- Alan Carr contributed an update on HIV/AIDS Information Summit survey results for the July/August *Latitudes* issue.

- Alan Carr revised the NLM Gateway trifold brochure[4], and sent the draft to the nnlm-all listserv for comments.

- During the quarter, 36 postings were sent to RMLRG7-L, PSRML's email announcement list. Updates to RMLRG7-L were as follows:

  - 26 additions to the list

  - 20 deletions from the list

- PSRML web usage summary statistics are:

Month	Views	Page
May 2003	9,422	36,994
June 2003	9,437	33,141
July 2003	9,175	42,664

The months of May 2003 – July 2003 saw an increase in visits compared to the previous quarter previous quarter. More detailed statistics can be found at the NN/LM staff intranet[5].

- Michael Miller continues to update and maintain the Partners in Information Access for Health Professionals[6] web site. In July, Michael Miller hired Saurabh Shekhar as a Technology Assistant. Saurabh's main duties include assisting Michael with keeping all staff and training lab computers up-to-date with the appropriate security patches and software as well as assisting with regular PSRML website maintenance.

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[4] http://nnlm.gov/nnlm/online/gw/gwtri.pdf
[5] https://staff.nnlm.gov/usage/psr/
[6] http://phpartners.org/

7. Consulting with the Regional Advisory Committee

- N/A

8. Monitoring and evaluating programs

- BioSites will be discontinued as of early August. Contributors were notified by way of the listserv in July. Those accessing the website will be directed to MEDLINEplus and HealthWeb. An article on discontinuing BioSites will appear in the September/October issue of Latitudes.

9. Obtaining feedback from users and recommending ways of improving information access

- This was accomplished through informal contacts with Network members and regional stakeholders.

10. Providing a computer-equipped training facility

- The Computer Training Lab continued to be used for online training classes by the UCLA David Geffen School of Medicine, Dean's Office; UCLA Department of Molecular and Medical Pharmacology; UCLA Biomedical Library staff for staff development programs, and PSRML staff for teleconferences.

11. Conducting or participating in needs assessments and testing of NLM and NN/LM products and services

- Kay Deeney and Karen Ricard worked with the NOMC staff on data cleanup of regional outreach records.

- As part of a Network Coordinators project, Julie Kwan drafted search and display specifications for a revised Find a Library system for Loansome Doc. This is envisioned to be a separate and specific search that users would see when they place orders in PubMed and would be linked from PubMed's Loansome Doc registration page. This would provide more focus specifically to Loansome Doc than the current Find a Library link but both systems would be very similar to each other. These specifications were submitted to Michael Boer in July.

- Alan Carr participated in testing of the new NN/LM Exhibits database.

- Alan Carr attended NOMC training on July 2, 2003.

12. Promoting NLM-sponsored grants

- Alan Carr and Heidi Sandstrom wrote a draft RFP for Major Outreach Awards for Year 3.

13. Following up on NLM funded grants in the Region

- Quarterly reports were received for continuing PSRML Express Outreach Awards. Alan Carr promoted new outreach activity forms to subcontractors.

- Outreach Subcontracts: An overview of project accomplishments appears here, and complete quarterly reports from subcontractors are included in **Appendix A**. The Subcontractor outreach activity tabular reports were generated from the National Online Mapping and Reporting System[7]. Outreach data included in the summaries are: total number of activities; total number of activities that included a significant number of minorities and total number of participants.

  - **Access to Health Information for Arizona's Tribal Nations** – Activity for the third quarter of the project (January 1-March 31, 2003) brought opportunities to interact closely with representatives from six different tribes and provided opportunities to learn more about developing sustainable relationships with Native Americans. Five workshops were planned for the quarter; four were conducted. A workshop packet for the Inter-Tribal Council of Arizona was created. A modified budget has not been submitted yet.

Total Training/Demonstrations:	2
Total sessions of participants were 50% $\geq$ minorities:	2
Total Participants:	20

  - **Salt River Pima-Maricopa Indian Community Health Information – Scottsdale Healthcare.** No activity was reported for the quarter, but the subcontractor had the name of a new contact individual, which she thought would prove helpful in scheduling outreach sessions in the near future.

Total Training/Demonstrations:	NA

  - **Petaluma Health Information Access – Redwood Health Library.** Work on this subcontract was still on hold due to the library's move. However, Eris Weaver presented a paper on this project at the MLA annual meeting in San Diego, and the program was well attended.

Total Training/Demonstrations:	NA

  - **Bay Area Health Information Outreach – California Pacific Medical Center.** All activities related to this subcontract were completed by the scheduled ending date of May 31, 2003. Over 200 individuals received training during the course of the project, representing a diverse range of clientele served. Subcontractor Doug Varner also established a strong working relationship with the San Francisco Public Library Health Information Liaison during the subcontract period.

Total Training/Demonstrations:	NA

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[7] https://staff.nnlm.gov/outreach/activity_reporting/

- **San Fernando Health Information Outreach – Olive View/UCLA Medical Center.** Subcontractor Marsha Kmec submitted a request for a four-month extension to September 30, 2003, to complete her project, due to a severe staffing shortage in her library. Her request for extension was approved.

Total Training/Demonstrations:	NA

- **Outreach to Consumers in Contra Costa County – Degnan Medical Library.** During this quarter, subcontractor Sally Chu began planning for remodeling of her hospital's Family Practice Center, in order to establish a Consumer Health Library. Five training sessions were held during the quarter; two for public library staff, two for the general public, and one for Taiwanese church members.

Total Training/Demonstrations:	2
Total sessions of participants were 50% ≥ minorities:	0
Total Participants:	14

- **Health Literacy and Information and Referral Resource Awareness – Marshall Medical Community Health Library.** Subcontractor Ellen Richards continued with hands-on demonstrations of MEDLINEplus, PubMed, and the Community Health Library's website for interested library patrons. In addition, she offered training on these resources to staff in several departments of the El Dorado County Public Health Department, and also to several nursing divisions in Marshall Hospital.

Total Training/Demonstrations:	NA

- **Assessing Potential of Handheld Computing Applications in Public Health – Savitt Medical Library, University of Nevada.** Subcontractor Terry Henner presented a preliminary report about the project at the MLA annual meeting in San Diego. He continued with the selection of PDA software to use for the pilot project, and conducted interviews with study participants to establish baselines of work activities involving information management.

Total Training/Demonstrations:	1
Total sessions of participants were 50% ≥ minorities:	0
Total Participants:	6

- **Model System for Integration of NLM Resources into Internet-based Information Systems for Rare Disease – Judith Tuttle Memorial Research Library, Periodic Paralysis Association.** Subcontractor Patrick Cochran completed the design parameters for the "Disease" section of the library's online system. Development of written content began for the launch of the library's new website, including its disease information system.

Total Training/Demonstrations:	NA

- **Basic Health Research for Adult Learners – Vision Literacy Service, Santa Clara County.** Training began to assist new readers with independent use of MEDLINEplus Health Tutorials and other easy-to-read content. This will be an ongoing objective during the entire project. Vision Literacy staff also implemented a system for tracking the number of MEDLINEplus users at its Community Learning Center. Vision Literacy also added to its collection of health literacy websites, which will be submitted to Planetree Library for approval. Once approved, the websites will be categorized into folders, and loaded onto computers at the Community Learning Center. Vision Literacy also created a draft customer satisfaction survey, which will be given to all MEDLINEplus users beginning during the early part of the next quarter of the project.

Total Training/Demonstrations:	NA

- 1st quarter reports were received from the Access to Electronic Health Information (AEHI) project contracts. All reports are in included in **Appendix B**.

  - **Central Valley Access to Electronic Health Information Project -** Henry Madden Library, California State University, Fresno, CA

Total Training/Demonstrations:	2
Total sessions of participants were 50% $\geq$ minorities:	0
Total Participants:	3

  - **Facilitating School Nurses' Access to Electronic Data -** Library & Information Access, San Diego State University, San Diego, CA

Total Training/Demonstrations:	NA

  - **Hawaii Health Portal -** Hawaii Medical Library, Honolulu, Hawaii

Total Training/Demonstrations:	NA

  - **Partnership: Good Samaritan Regional Medical Center and the Body Positive Foundation of Phoenix -** Good Samaritan Regional Medical Center, Health Sciences Library, Phoenix, Arizona

Total Training/Demonstrations:	1
Total sessions of participants were 50% $\geq$ minorities:	0
Total Participants:	26

B. OUTREACH PROGRAMS

1. Outreach to Health Professionals

    ▪ The following summarizes the outreach activities completed as part of the RML contract.

Total Training/Demonstrations:	**1**
Total sessions of participants were 50% ≥ minorities:	**1**
Total Participants:	**3**

    ▪ Alan Carr wrote a final report summarizing the HIV/AIDS Information Summit. Graphic recordings and photographs from the event, as well as Webcasts covering most of the meeting were added to the Summit website[8]. Alan Carr promoted the finalized report and website to the National Network Office, NN/LM network members, Summit attendees, and other interested parties.

2. Consumer Health Information Services

    ▪ Heidi Sandstrom attended a NexCare meeting in Encino, CA on June 30, and participated in a teleconference at NLM on July 16 with NexCare. The NexCare Collaborative has received funding under California's First5 initiative to establish a call center in Los Angeles that targets children ages 0-5 years and their parents/caregivers. NexCare has been in discussion with Elliot Siegel and other NLM/NN/LM PSR staff about Go Local participation.

    ▪ Kay Deeney arranged three dates in September and November for public library training in Glendale and Scottsdale, Arizona.

    ▪ In June, Kay Deeney attended a meeting of the Patient Advisory Committee of the Ahmanson/UCLA Congenital Heart Disease Center. Plans are underway to hold a one day symposium for Congenital Heart Disease Awareness Day on February 14th. Patient and family attendees from three local hospitals and the general public will be invited.

3. Training to Support Electronic Access to Health Information

    ▪ Heidi Sandstrom began the collaboration on the Public Libraries and Community Partners resource with a subcommittee of the NN/LM Consumer Health Coordinators.

    ▪ Plans were made to teach 2 classes for the Metropolitan Cooperative Library System in the spring of 2004.

    ▪ The region announced plans to fund satellite teleconference sites for the September 9, 2003 MLA teleconference on health literacy.

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[8] http://nnlm.gov/psr/pdf/hiv.pdf

4. Exhibits and Presentations at Meetings

    ▪ Heidi Sandstrom exhibited for NLM at the American Library Association/Canadian Library Association meeting in Toronto, Canada, from July 19-25, 2003, and presented in the NLM Theater at the exhibit booth.

    ▪ PSR exhibited at two national meetings this quarter: National Conference on Health Education and Health Promotion, May 21-23, 2003, in San Diego and the American College of Nurse-Midwives Annual Meeting, May 31 – June 2, 2003, in Palm Desert, Betty Allanson of Loma Linda University volunteered for ACNM.

    ▪ In May, Kay Deeney and Alan tested the web-based exhibit database and sent comments to NNO.

    ▪ The Exhibit Manual that Kay Deeney worked on with Toni Yancey from SEA and Siobhan Blackwell from MCR was released after comments from the Outreach librarians at MLA.

    ▪ In May, Kay Deeney attended training in order to correctly use the ProCard credit card for exhibit finances.

    ▪ The Gerontological Society of America accepted our proposal for a class at their annual meeting in November. The class is Effective Internet Searching Techniques: Research Strategies for NLM Databases and other Governmental Health Research and Scientific Resource. We partnered with Heather Moulton, the chair of the GSA Task Force on Organizational Technology and Computers.

    ▪ In early May, the Nevada Library Association accepted our proposal for a talk entitled, "Health Resources for the Spanish Speaking Patron from the National Library of Medicine."

5. Technology Awareness and Integration

    ▪ PSRML Medical Digital Reference Project Report:

        ▪ Kay Deeney, Andrea Lynch and Heidi Sandstrom wrote and Heidi presented the paper at MLA on the MDRP project, entitled, "Shooting the Curl: Enhancing Real Time Reference with Health Information Experts."[9]

        ▪ Several librarians who were covering digital reference hours dropped out due to other work demands. The University of Arizona Health Sciences Library is going with a different virtual reference product. They appreciated the opportunity to test the 24/7 Reference digital reference software.

        ▪ Getting the digital reference librarians to answer the QRC questions remains a problem. While ten people were trained, only three people have been answering questions.

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[9] http://nnlm.gov/psr/ppt/MDRP.ppt

- In July, Kay Deeney demonstrated the QRC system to the UCLA librarians at one of their monthly Digital Reference meetings. This was to demonstrate to UCLA librarians how they can forward health related calls to QRC.

- In July, Kay Deeney set up digital reference training for three librarians to review the procedures for accessing and answering live questions.

- Kay Deeney attended a workshop called, Active Learning and Teaching: Need a Tip, Share a Tip in June, organized by UCLA Information Literacy Initiative. Many of the instructional tips shared are useful for training of adult learners.

- Kay Deeney attended Arizona Turning Point Symposium, Paving the Way to a new Future: Public Health/Library Information Collaboration, in Mesa, Arizona in May. Funded by Robert Wood Johnson, the project attempts to strengthen the public health system by improving public health information dissemination to the general public and the public health workforce.

- Kay Deeney attended the Assessment Workshop in Tucson, AZ. The meeting was with four resource libraries covering the Four Corners (Arizona, Utah, New Mexico and Colorado) and four RMLs, plus two Gates-funded librarians from the Tribal Health Connection, library staff from the Tribal Connections (I-III) from PNR, and representatives from NLM. Jeanette McCrae coordinated the meeting.

- Kay Deeney continued to serve on the NOMC Technical Advisory Committee.

- Kay Deeney and Karen Ricard attended the NOMC Mapping and Reporting Application training in July. NOMC is working on the beta of OARF II.

6. Connections

- N/A

7. Library Improvement

- We continued to assess whether or not there are civilian hospitals in the underserved Pacific Basin that qualify for Library Improvement grant by meeting the basic conditions as outlined in the Statement of Work. We make this readiness assessment through our conversations and messaging with personnel in the region.

C. OTHER ACTIVITIES

- Julie Kwan attended the MLA CE class 186: Joint Commission Standards: Management of Information and Beyond on May 3, 2003.

- Julie Kwan presented the data analysis for the ILL Cost Study at the RML Directors meeting on May 2, 2003.

- Julie Kwan attended the grand opening of the Sherman Oaks branch of the Los Angeles Public Library on May 8, 2003. This library is part of a building program that includes 30 newly constructed and 3 renovated libraries in the LAPL.

- Andrea Lynch presented a paper that she co-authored with Elaine Graham and Julie Kwan at the MLA meeting on May 5, 2003. The paper was titled: "FreeShare to the Rescue"[10].

- Alan Carr attended the MLA Annual Meeting in San Diego May 2-7, 2003.

- Alan Carr attended the Internship Open House at GSEIS on May 29, 2003.

- Alan Carr submitted a potential brief communication article to JMLA about the HIV/AIDS Information Summit.

- Heidi Sandstrom attended the Institute for Healthcare Advancement's Second Annual Health Literacy Conference on May 15 and 16, 2003 in Anaheim.

- Heidi Sandstrom attended the Refugee Health Meeting on July 15-16, 2003 at the National Library of Medicine.

- Heidi Sandstrom, along with Judy Consales, interviewed Natalie Kamper, NLM Associate, for the Second Year Associate program being offered at the UCLA Louise M. Darling Biomedical Library. Natalie would be spending the fall quarter of the program working with RML staff.

- April Cunningham, a graduate student at UCLA's Department of Information Studies, concluded her internship at the RML on June 6, 2003. April conducted a training project in conjunction with the Santa Monica Public Library.

- Elaine Graham left PSRML at the end of May 2003 to move with her family to Whidbey Island, Washington. Heidi Sandstrom was appointed Interim Associate Director effective June 2, 2003.

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[10] http://nnlm.gov/psr/pres/freeshare_rescue.ppt.

APPENDIX A:

EXHIBIT REPORTS

EXHIBIT REPORT OUTLINE

I.   DATE OF REPORT   **June 16, 2003**

II.   NAME OF PERSON SUBMITTING REPORT   **Kay Deeney**

III.   ADDRESS   **PSRML**

IV.   EXHIBIT: **Pacific Southwest Regional Medical Library,
                      Biomedical Library/UCLA
                      12-077 CHS, Box 951798,
                      Los Angeles, CA 90095-1798**

   A.   Name of Meeting: **American College of Nurse Midwives 48th Annual Meeting & Exhibit**

   B.   Location (City, State):   **Palm Desert, California**

   C.   Dates: **May 31 – June 2, 2003**

   D.   Staff: **Alan Carr, Kay Deeney, PSRML
                    Elizabeth Allanson, Loma Linda University, Loma Linda, CA**

   E.   Number of Registrants   **1378**

   F.   Number of Exhibits   **87**

   G.   Specify by Days:

Dates	Hours	Visitors	NLM Demos	Internet Demos
5/31/03	8:00-11:00 pm	67	27	
6/1/03	12:30-3:30 pm	61	18	1
6/2/03	8:00-1:00	79	23	
Total	11 hours	207	68	

   H.   Total Number of People Visiting the Booth   **207**

   I.   Total Number of NLM System Demonstrations   **68**

   J.   Total Number of Internet Demonstrations other than NLM System Demonstrations   **1**

V.   EXHIBIT SUMMARY (Narrative)

   A.   Pre-mailers, Letters or Invitations (if applicable):

N/A

   B.   Description of Booth Location

The booth was located in the back end of the large hotel salon room. It was next to two exit doors leading the attendees to food during two out of three open exhibit periods.

C. Description of Program Presentations

We highlighted MEDLINEplus with most of the attendees. A few were interested in improving their PubMed strategies.

A paper we proposed on "From Evidence to Effectiveness: Evidence-based Resources that Support Clinical Decisions" was not accepted.

D. Were SIS resources highlighted at this meeting? If so, identify the SIS resources that were highlighted.

No

E. Problems

We had Internet configuration problems; the hotel personnel were very accommodating. ACNM Registration could have been smoother. They had to re-input us.

F. User feedback

We highlighted MEDLINEplus en español with Puerto Rican nurse midwives who were delighted. Also we showed them through the NTCC Clearinghouse how to access a PubMed tutorial in español.

We showed two women how to do sophisticated searching in PubMed. They were very happy that we were there!

Most of the attendees recognized MEDLINE from their college days; they were less familiar with MEDLINEplus. Many were eager to try it out.

G. Suggestions/comments:

N/A

H. Recommendations: Should NLM exhibit at this meeting next year? (Yes or no, give reasons for your answer)

Yes, the nurse midwives were very interested in using MEDLINEplus for their patients and PubMed for their research efforts. Several people connected with ACNM came by to express gratitude that we were there, and to comment that we hadn't been there before, or at least in a number of years. We felt that we succeeded in doing one on one teaching of many of the NLM resources.

VI.   BUDGET SHEET

VII.   APPENDICES:

Maps of exhibit hall
Pictures
Samples of promotional materials used

Exhibit Budget SHEET

Meeting Title:	**American College of Nurses Midwives**
Meeting City, State:	**Palm Desert, California**
Meeting Dates:	**May 31 – June 2, 2003**

ITEM	COST
Booth space fee	$1,750.00
Internet connection fee	$1,125.00
Other booth fees: carpet/padding: $ 184.40; furniture table: $ 93.00; electrical rental: $ 199.50; cleaning: $ 81.00	$557.40
Total Exhibit Booth Fees	**$3,432.40**
Shipping	$600.00
Drayage and material handling	$237.90
Total travel costs (including mileage, parking, airfare, accommodation, per diem) Elizabeth Allanson-Volunteer $37.44 Kay Deeney $699.65 Alan Carr $696.65	$1,433.74
Other costs (please specify)	N/A
TOTAL EXHIBIT COST	**$5,704.04**

EXHIBIT REPORT OUTLINE

I.   DATE OF REPORT: **June 27, 2003**

II.   NAME OF PERSON SUBMITTING REPORT: **Heidi Sandstrom**

III.   ADDRESS: **Pacific Southwest Regional Medical Library,**
                Biomedical Library/UCLA
                12-077 CHS, Box 951798,
                Los Angeles, CA 90095-1798

IV.   EXHIBIT:

        K. Name of Meeting: **21st National Conference on Health Education and Health Promotion**

        L. Location (City, State): **San Diego, CA**

        M. Dates: **May 21-23, 2003**

        N. Staff: **Heidi Sandstrom**

        O. Number of Registrants: **500**

        P. Number of Exhibits**: 25**

        Q. Specify by Days: **5/21**

            1. Exhibit Hours: **3 hours 15 minutes**
            2. Number of People Visiting the Booth: **45**
            3. Number of NLM System Demonstrations: **34**
            4. Number of Internet Demonstrations other than NLM System Demonstrations**: 1**

            Specify by Days: 5/22

            1. Exhibit Hours: **4 hours**
            2. Number of People Visiting the Booth: **24**
            3. Number of NLM System Demonstrations: **11**
            4. Number of Internet Demonstrations other than NLM System Demonstrations: **2**

        R. Total Number of People Visiting the Booth: **69**

        S. Total Number of NLM System Demonstrations: **42**

        T. Total Number of Internet Demonstrations other than NLM System Demonstrations**: 3**

V.	EXHIBIT SUMMARY:

I.	Distribution of Pre-mailers, Letters or Invitations (if applicable): N/A

J.	Description of Booth Location:

The booth was located on the left side of the main aisle, midway down the aisle.

K.	Description of Program Presentations:

None, as the deadline for submissions had passed by the time this exhibit was added to the schedule. MEDLINEplus, PubMed (via MEDLINEplus) and the Partners site (http://phpartners.org/) were highlighted. Visitors consistently praised the health education resources on MEDLINEplus.

L.	Were SIS resources highlighted at this meeting? If so, identify the SIS resources that were highlighted:

ToxTown

M.	Problems:

Exhibit hours were divided into five segments over the two exhibit days, varying in length from 1-2 ½ hours for each segment. I stayed in the exhibit hall, as did several other exhibitors, rather than set up and break down the equipment for each of the segments, as the hall was not closed/secure between segments. An occasional visitor would wander in during the non-exhibit times, but for the most part these times were not very productive. The exhibit hall was open for a total of 11.5 hours, but only 7.25 hours were included in the program as exhibit hours.

N.	User feedback:

"The time I've spent with you [during demo] is worth more to me than all the rest of the conference. You've shown me that it's easy to do something when you know how it's done."

G.	Suggestions/comments:

Try to get on future programs, so people have some context for the solutions you're providing for health information needs.

H.	Recommendations: Should NLM exhibit at this meeting next year? (Yes or no, give reasons for your answer):

Yes, even though it was such a small meeting, the interactions with visitors were meaningful ones. Do this as a barebones exhibit, with a tabletop and laptop, and relatively few handouts—a smaller display would be just as effective.

VI.	BUDGET SHEET

VII.	APPENDICES:

Maps of exhibit hall
Pictures
Samples of promotional materials used

APPENDIX B:

SUBCONTRACTOR REPORTS

NN/NLM

Express Outreach Quarterly Report

May 1st – July 31st, 2003

Model System for Integration of NLM Resources into Internet-based Information Systems for Rare Disease

Periodic Paralysis Association
1024 Royal Oaks Drive #620
Monrovia, CA 91016

PO # 5415 G DC 497 00

Patrick E. Cochran, Ph.D., C.S.D.
1024 Royalo Oaks Drive #620
Monrovia, CA 91016
626-303-3244

Submitted: August 3, 2003

Successes:

- We have completed the design parameters for the "Disease" section of the on-line Judith Tuttle Memorial Research Library (JTMRL).
- Functional system development remains in progress for much of the site.
- Content is being developed, written, and edited.
- The on-line administration tools are mostly completed. A screen capture is provided to show some of the functionality.

Impact of Information:

- Impact of the new site will be assessed when completed. We hope to present the new site at our annual meeting in Las Vegas, October 23rd – 25th, 2003.

Problems:

- No problems have been encountered in the development stage.

Administrative Activities:

- We have contacted the Las Vegas Fire and Rescue and the Boardwalk Casino Security Service and will be providing emergency management training to these services to improve the medical security for our members who attend our annual meeting. An important part of the training will be to introduce them to the new Internet site where they can learn more about the Periodic Paralyses and its management.

Activities Planned for Next Quarter:

- Install the new server and database management system
- Complete the functional system programming.
- Populate the database with content that is currently in development.
- Launch the new site including the JTMRL disease information system.
- Carry out training for the Las Vegas EMT service.
- Present the site to the attendees at our PPA 2003 meeting.
- Promote the new site to targeted medical information resources.

To view a prototype of the JTMRL disease section go to:
> http://webs.tspwebs.net/JTMRLTESTSITE/

To view the front page of the site that is under development go to:
> http://www.periodicparalysis.org/ppa/

Keep in mind these are in active development and may be non-functional from time to time.
Current content is strictly for testing of site functionality and is subject to change.

PPRC INTERNAL ADMIN SYSTEM
Manage Sections

Server Date/Time

►**Home**   ►**Admin Manager**   ►**Access Log**   ►**My Profile**   Log Off

►**Member Manager**

►**Section Manager**

Front Page
►**(Announcements)**

►**PPA News**

►**JTM Library**

Section Properties | **Section Body** | **Section Intro** | **Section Articles** | **Sub-Sections**

Edit Section Properties:

Label (shows on navigation):	JTMRL
Description (tooltip/max: 500):	The Judith Tuttle Memorial Rese -Disease Descriptions -The Reading Room -References of General Interes
Section Type:	○ Body Only ◉ Article Type
Sort Articles By Date:	☑
Members Only:	☑
Selective Member Access (if members only):	☐
Custom Section:	☐
Section File (custom section only):	
Disclaimer Level (ignored if members only):	◉ Open Public ○ Force Disclaimer
Activated?:	○ No ◉ Yes

Edit Section Body:

Access to the JTMRL is password protected for members only. If you are

<hr width="100%" color="black"><p>

<B>The Judith Tuttle Memorial Research Library (JTMRL) is dedicated to t

The library is committed to the mission of the Periodic Paralysis Associati

In addition to the active development of its printed collection, the Judith Tu

Update Section Body

Edit Section Intro:

JTML RESEARCH BODY INTRO

Update Section Intro

Manage Articles:

Order Article Categories:

test1 ▼

ADD Article Category

NAME	MANAGE
test1	Edit/Delete

ADD Article

Manage Sub-Sections:

Order Sub-Section Menu:

Disease Descriptions
Research Notes and Resources
General Interest
The Reading Room

Maroon = non-removable custom sub-sections

ADD SUB-SECTION

LABEL	STATUS	MEMBERS ONLY?	MANAGE
Disease Descriptions	ACTIVATED	YES	Edit/Delete

Research Notes and Resources	**ACTIVATED**	**YES/Selective**	Edit/Delete
General Interest	**ACTIVATED**	**YES**	Edit/Delete
The Reading Room	**ACTIVATED**	**YES/Selective**	Edit/Delete

Vision Literacy Quarterly Report

Project Name: Basic Health Research for Adult Learners
Name of Institution: Vision Literacy
Location of Institution: Santa Clara County
Purchase Order Number: 5415G DC451

Contact information of person submitting report: Ellen Loebl

Vision Literacy
40 N. Milpitas Blvd.
Milpitas, CA 95035
(408) 293-2326 x 3070
eloebl@visionliteracy.org

Number and inclusive dates of report: Report 1 of 4, April 1 - June 30, 2003
Date Submitted: July 2, 2003

This report refers to the following 5 objectives:

1. Train adult new readers to independently use MEDLINEplus Health Tutorials and other easy-to-read content.
2. Create a customer satisfaction survey for MEDLINEplus.
3. Create an easy-to-use Internet-based library of low level health information links categorized by medical conditions and health interests of the target audiences.
4. Evaluate a locally produced health curriculum for its basic literacy level, including a field test with three groups of adult learners
5. Educate health care professionals about low literacy health information.

Success Stories - Objective 1

"Luke" is an adult learner with Vision Literacy who is in recovery. He has been in and out of the adult literacy program for several years, including in the jail program. His enrollment has depended on the location of custody and treatment programs. He first began attending drop-in health literacy classes in the fall of 2002 at PlaneTree Health Library. He expressed an interest in using computers, which he had never done before. His counselors encouraged him to learn about staying clean and sober while he was building literacy skills. He was introduced to the tutorials on MEDLINEplus. Within a few minutes he was able to learn more about his condition and the consequences of risky behaviors while gaining the confidence to continue to learn more. He used the MEDLINEplus tutorial on smoking and print materials to learn about how to improve his health. He learned that, "when you quit smoking your lungs begin to heal in about 12 hours". He has not smoked cigarettes since last summer. With his increased confidence over the next seven months Luke did more than just attend literacy classes; he attended Vision Literacy's holiday event, joined the learner leadership institute, and enrolled in community college classes, where he continued to learn how to use computers. Then he disappeared for several months. Upon his return in mid-June as a resident of another recovery program, he was observed using a computer. While he needs extensive help from staff, he is excited about the techniques he has learned, such as using the mouse, the delete key, and the arrow keys. He is planning to evaluate himself on his progress with computers. Luke's interest in computers is typical of Vision Literacy learners who have a goal of building computer skills in the heart of Silicon Valley while building literacy skills. Luke states that Vision Literacy has, "helped me learn how to read, write, spell, and figure out words better than I used to." He likes to use computers because they have helped him read a lot better and understand words. Now he uses the strategy of going over what he reads to make sure he understands the material.

Objective 1
"Joe" began as a learner in the jail program and then transitioned into a drop-in literacy class for adults who couldn't commit to two hours of literacy tutoring each week for a minimum of six months. His pattern was to attend regularly for a couple of months, and then he would drop out for a while until he was called by the literacy specialist to find out

Vision Literacy   Page 2   1st Quarterly Report
July 2, 2003   NN/LM Pacific Southwest Region

if he was still interested in literacy. Eventually the class moved its location to PlaneTree, where it was held for 15 months. Joe continued his pattern and then was not heard from for a long time. In March 2003 he took the step of making the call to the literacy specialist and stated, "Whenever I think about doing something positive with my life, I think about Vision Literacy." When PlaneTree moved to its new location in April, coincidentally it moved to within a few miles of where Joe lives. He has recently been matched with an individual tutor and they began meeting in June. They intend to meet twice a week at PlaneTree and will most likely work on health literacy among other literacy goals during their tutoring sessions. He states that many jobs listed in the newspaper only list websites, so he is looking forward to improving his computer skills. He also is committed to building his writing skills, which is an area that he had avoided in the past. He now believes that improved writing will be a key to meeting many of his other goals.

Impact of Information

Objective 1
Training learners to use MEDLINEplus is an ongoing objective. The partnership uses this website frequently to help patrons and learners find appropriate health information. When new learners have health questions and computer usage as a goal, they are introduced to the tutorials on MEDLINEplus. After very brief individualized training, most learners such as Luke, mentioned above, are quickly able to use the mouse and listen to the text to learn about their health. They experience some level of success immediately while hearing and reading accurate and reliable health information. The articles designated Easy-to-Read enable learners to relax a little while reading the information because it reduces or eliminates the barrier of not being able to understand their health condition. In addition to patrons, the staff uses MEDLINEplus as a resource when preparing packets for library patrons who do not have the time to stay and browse the resources in the library. The information on MEDLINEplus is comprehensive and easy to find, so staff are confident that the information they give to patrons is reliable and accurate.

Objective 1
Beth is a well-educated breast cancer patient at Valley Medical Center. She found the Community Learning Center soon after her diagnosis and visited the Center to conduct health research on treatment options and their side effects. During her radiation treatments she visited the Center weekly to learn more about what to expect from the rigorous treatment. She studied different theories about when to eat certain foods and became a very active partner in her health care. She was so thrilled with the Center and its friendly staff that she attempted to recruit other patients to visit the Center and find information that would be helpful to them with their conditions. While in the Center she frequently had contact with adult learners and provided them with encouragement and inspiration about her own educational background, which included a lot of self-study and limited formal training until she was an adult.

Problems

Objective 1
During this quarter, staff set up a method for tracking the number of MEDLINEplus users and implemented the tracking system. Since the tracking began 55 patrons (library users and adult new readers) have used MEDLINEplus, including a staff who has conducted research for patrons, according to the log books. The partnership is not happy with this number because most of the usages are by staff for patrons. Potential reasons are that fewer adult learners are coming in to use the Centers and therefore the number conducting health research has dropped. The number of learners at the Community Learning Center North (at Valley Medical Center in San Jose) typically operates in cycles, and this period was marked by a low cycle. Patronage in general has ebbed, and those who do come in are not interested in conducting in depth research. The partnership is planning a number of outreach efforts to educate the public and the hospital staff about this unique service. Additionally it is likely that not all MEDLINEplus visits were recorded in the log books. Staffs have been retrained.

Objectives 1, 2
Adult learners at the Community Learning Center (CLC) who want to build literacy and computer skills are frequently referred to Vision Literacy by residential substance abuse treatment programs. Participants in these programs are usually enrolled in treatment for four to six weeks. While they state that after they leave treatment they will continue building literacy skills, few actually follow through on this intention because they have so many other obligations such as probation requirements, finding jobs, paying rent, and feeding their families. Therefore, measuring progress in computer use is difficult. The evaluation rubric that was created by Project Read San Mateo, the adult literacy program of the San Mateo City Library is good in theory for measuring advances in computer skills, but with this population it is virtually impossible to put into practice because the learners are not enrolled in literacy services for enough time. We can only hope that their time with Vision Literacy has been valuable and has planted a seed that will one day cause them to return to get help with their literacy needs either with Vision Literacy, other adult literacy programs, adult schools, or vocational training programs.

Objective 4
This project was delayed two to three months. Vision Literacy and PlaneTree submitted editorial changes at the beginning of the first quarter to the agency that created a health curriculum for women. The suggested changes consisted mostly of ways to simplify the language and the health messages. The curriculum includes units on nutrition, breast health, osteoporosis, and menopause. At the end of the quarter, contact was re-established with this agency and the first round of field testing was scheduled for late summer in partnership with a local agency that offers substance abuse treatment to pregnant and parenting mothers. These low-income women typically lack health insurance, health care, and information about sound health practices. Other groups of learners will be identified and surveyed regarding interest in participating early in the second quarter.

Administrative Activities

Objective 1
As noted above, Vision Literacy solicited help from adult literacy colleagues in using a rubric to measure learner progress in using technology. Project Read San Mateo created a rubric based on the Equipped for the Future (EFF) framework for adult education that met the Community Learning Center partnership's needs. Staffs were provided training in its use and were encouraged to evaluate themselves, since EFF is based on how all adults perform real tasks according to their roles as family members, parents, and community members. Staff asked for further help in how to use this tool because they had never used such a process before. Further training will be provided in the second quarter so that the implementation process can begin.

Objective 2
Vision Literacy has created a draft of a customer satisfaction survey, which will be introduced to the staff early in the second quarter. It will be given to all MEDLINEplus users beginning in mid-July. Results of the survey will be reported beginning with the second quarterly report in October 2003.

Objective 3
Vision Literacy has continued to add to its collection of health literacy websites. PlaneTree will look at each website once they are categorized into different folders to ensure that the health information is accurate. Once a list is created and approved, the folders will be loaded onto all of the Internet computers at the Community Learning Centers. Staff will be trained in how to use these websites with patrons and adult learners.

Objective 5
The CLC partnership has made a great deal of progress in working with health care professionals to find solutions to the health literacy problem. The partnership has planned ways to introduce Dean Schillinger, M.D., a national spokesperson for health literacy, to health care professionals at Santa Clara Valley Medical Center. He has long studied the problem of low health literacy and is committed to finding solutions to this tragic and expensive problem. Dr. Schillinger will be working through a grant from the Soros Open Society Institute with VMC doctors to determine a process for engaging more physicians and other health care professionals in this study. The outcome will be a larger group of health care professionals who are aware of health literacy issues for patients and will refer more patients to the Community Learning Center to do research in a safe atmosphere so they can become partners in their own health care.

Objective 5
Two staff members attended the Institute for Health Care Advancement's second annual Health Literacy Conference. At this conference staff attended sessions that included information on how to evaluate literacy levels of health materials and what is going on locally in California and at the national level to address the problem. They will be sharing this information with colleagues in the partnership.

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Objective 5
Vision Literacy monitors the National Institute for Literacy's Health Literacy Discussion List. Adult educators and health care professionals participate on this list, which is very rich. The discussion threads offer ways to combat low health literacy sensitively and engage literacy professionals and health care professionals in conversations together. Relevant topics are shared among the partnership.

Objective 5
The partnership held a series of internal meetings to define how to proceed to increase awareness of what the Community Learning Center can offer to patients, their families, and health care professionals to develop a team approach to improving health outcomes.

Activities Planned for Next Quarter

Objectives 1, 2
Training of learners on MEDLINEplus is ongoing. Vision Literacy expects to broaden the group of learners who are trained to research health information and to use the Project Read San Mateo rubric to measure independence in using technology. The Customer Satisfaction Survey will be administered to learners each time they use MEDLINEplus, when possible, because it is difficult to rely on this group of learners to return to the Community Learning Center for repeated use.

Objective 3
This project is ongoing because new, easy-to-read health information often becomes available. It is expected that during the second quarter these websites will become available to patrons in this new format.

Objective 4
Vision Literacy will work with the agency that created the low-level health curriculum for women to conduct the first round of field testing. Vision Literacy will suggest ways to simply language further, if necessary, after observing the class. Other groups will be identified and scheduled for health classes.

Objective 5
The partnership plans an extensive outreach campaign to address the problem of low patronage. Methods will include sending flyers to adult literacy tutors in Santa Clara County to visit the Centers and PlaneTree. They will be encouraged to find out what resources are available to answer their own health questions as well as how the Centers can benefit their learners. They will be encouraged to bring or send other friends as well. Bookmarks will be sent to Santa Clara Valley Health and Hospital System clinics to make sure that patients are aware of a place where they can get health information to supplement what their health care providers give them. Another feature of the outreach will be the classes and meetings scheduled with Dr. Schillinger, including the Grand Rounds that will be held in July.

California Literacy, Inc. will boost this partnership by providing training for physicians based on the AMA Foundation health literacy training. California Literacy is very supportive of Vision Literacy's steps to raise awareness and find solutions. California Literacy and other organizations will be instrumental in the meetings with Dr. Schillinger and the VMC medical staff this quarter.

Planning will begin for presentations on the project's road to success at three upcoming conferences, California Literacy, Inc. ProLiteracy Worldwide, and a joint medical librarians meeting in Sacramento in January 2004.

2002 Express Outreach Project
Quarterly Report 2
3/01/03 to 05/30/03
Submitted: 07/6/03

PROJECT NAME
Assessing Potential of Handheld Computing Applications in Public Health

PURCHASE ORDER NUMBER
5415 G DB 509 00

INSTITUTION
Savitt Medical Library, University of Nevada School of Medicine

LOCATION
Reno, NV 89557-0001

SUBMITTED BY
Terry Henner
Savitt Medical Library
Pennington Medical Education Bldg MS 306
University of Nevada School of Medicine
Reno, NV 89557-0001
Telephone: 775-784-4625

2002 Express Outreach Project
Quarterly Report 2
3/01/03 to 05/30/03
Submitted: 07/6/03

Administrative Activities:
During this quarter, I met with administrative and computing support personnel from the Washoe County Health District Departments to report on the survey results and analysis. We identified personnel to participate in the pilot project based on survey data as well as personal familiarity with staff characteristics with respect to their appropriateness for participation in the program. After consultation with County computer personnel, we selected the PDA platform for this project: the Viewsonic V35. PDA's have been purchased and distributed to staff participants at the Health District Office.

Success Stories:
Results of the survey analysis were quite instructive in supporting the goals of this project and in determining the best candidates for inclusion in the pilot project. A preliminary report of the grant project was presented at the annual meeting of the Medical Library Association in San Diego. It was also presented at a meeting of Resource Library Directors of the Pacific Southwest Region of the NNLM. In both cases, the project generated much interest and discussion.

Impact of Information: Nothing yet reportable

Problems: None reportable

Activities Planned for Next Quarter.
Next quarter I will train participants in the use of PDAs, continue selection of software, identify and convert information resources for field use, and work with computing staff of the Washoe County Health District Departments on generation of PDA based forms and an interface to department databases. I will meet with participants to conduct brief interviews and needs assessments to establish baselines for work activities involving information management.
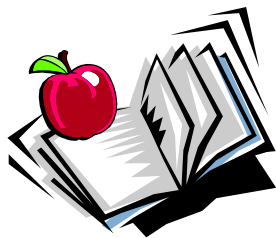
MARSHALL MEDICAL
COMMUNITY HEALTH LIBRARY

*Supported by Community Donations through Marshall Hospital
Foundation*
A 501 (c) (3) Nonprofit Organization

September 30, 2003

Alan Carr

UCLA Louise Darling Biomedical Library

NLM Express Outreach Project Coordinator

Los Angeles, CA

Re: Project: "Health Literacy and Information and Referral Resource Awareness"
P.O. # 5415 G DB932 00.

April -September 2003 Activity Report

Successes

- Health literacy discussions, including utility of MedlinePlus in Marshall Hospital CME/library committee meetings.

- Two (2) Human Services interns from Cosumnes River College, El Dorado Center have oriented at CHL & are sharing MedlinePlus with classmates and library patrons

- Two teams of nursing students (~8 students) from California State University, Sacramento have chosen CHL as project site for patient education projects using MedlinePlus as a component

- Two bi-lingual Patient Education Resource Advocates recruited and trained to draw more Hispanic consumers to CHL for MedlinePlus en Espanol.

Impact of Information

- Primary use of MedlinePlus:
  - ✓ Interactive tutorials for procedures
  - ✓ Drug action, adverse effects research
  - ✓ Lab tests
  - ✓ Student Reports
  - ✓ Spanish language interaction
  - ✓

Administrative Activities:

Same as prior report, primarily bookmarks, posters, pen distribution and screenshots.

Problems

- More hands-on requests for training off-site than staffing permits

- Non-scheduled/walk-in requests for coaching on MedlinePlus & PubMed sometimes problematic due to limited staffing and increased patron numbers

(all-told, I'll take these types of "problems" any day, as a sign of overall project success)

Future Plans:
- Apply for continued funding, targeting more Hispanic audiences

- Present project findings to January Joint Meeting

Ellen Richards, M.S., Library Manager

Project Title: Outreach to Consumers in Contra Costa County

Contra Costa County Health Services, 2500 Alhambra Ave., Martinez, CA 94553

Purchase Order Number: 5415-G-DB91600

Report submitted by Sally Chu, Medical Librarian

Degnan Medical Library
Contra Costa Regional Medical Center
2500 Alhambra Ave.
Martinez, CA 94553

(925) 370-5530

Third Quarter Report (April-June 2003) submitted on July 25, 2003.

Planning:

The first purpose of this project is to teach MedlinePlus at the Contra Costa County Central Library to the public library staff and the general library users. The planning was done in the first and second quarters. So, during this third quarter, the task is to carry out the planned teaching sessions.
I have focused on setting up the Consumer Health Library this quarter. The most time-consuming item has been to negotiate with our facility manager to remodel Suite 4 (Family Practice Center), so it is suitable for the library use.

Publicity:

All the publicity for the training sessions has been done in the previous quarters. There is no special activity this quarter.

Training Sessions:

There were five training sessions this third quarter and a total of 65 participants. Two sessions were for the public library staff, two for the general public and one for the Taiwanese church members.

Contents and duration of each session were the same as those in the second quarter.

Evaluations:

Qualitative measurements of outcome were evaluated by each participant with an evaluation form. 67 % of participants rated A in overall satisfaction, 28 % rated B.

Impact of Information:

Most of the public library staff will use this MedlinePlus database for reference dealing with health information, while the general public will use it for research, either for their own health condition or their friends' and relatives'. A participant who has Lyme Disease even learned to use PubMed to get an article from our library. Most of them were very impressed with the information provided in MedlinePlus and were very enthusiastic about using it.

Activities planned for the next quarter:

1. Providing one training session for the Martinez Adult School students.
2. Setting up a consumer health library in suite 4 which needs remodeling.
3. Purchasing a computer cart, pamphlets and the display pockets.
4. Connecting PC to Internet and getting ready for the open house of the Consumer Health Library in September.
5. Working on the publicity for the open house of the new Consumer Health Library.

Attachments:

1. Five "Outreach Activity Data Collection Forms" and "Outreach Activity Participant Information Sheets".
2. Evaluation sheet results.
3. Invoice.

PROJECT NAME:
Bay Area Health Information
5415 G DB 065 00

NAME/LOCATION OF INSTITUTION
California Pacific Medical Center
San Francisco, California
Purchase Order Number RVB176186

REPORT SUBMITTED BY:
Douglas L. Varner
Library Manager
California Pacific Medical Center
Health Sciences Library
P.O. Box 7999
San Francisco, CA 94120-7999

TITLE:
Fourth Quarter Report
March 1st, 2003 to May 31st, 2003
Submitted: June 23rd, 2003

- **Success Stories:** Presentations coordinated with the Golden Gateway Library Network and occurred on March 27th, 2003 from 10:00 AM to 12:00 noon in the Main Campus Library at Solano College; Suisun City, California. Room were set up to allow for simultaneous hands-on interaction with resources while the instructor was lecturing which contributed to a dynamic learning environment with a sense of immediacy and direct relevance to past reference interactions participants had encountered with patrons. Participants represented a broad cross-section of librarians from community colleges in the region, the Solano County Library system as well as a librarian from a biotechnology company in Santa Rosa, CA.

- **Impact of Information:** Due to the variety of work environments in which the participants were employed and the diversity of library users the participants interact with, discussion focused on a broad continuum of functionality in the systems presented to include specific questions regarding search engine functionality and search strategy formulation as well as generalized questions regarding scope and applicability of systems in specific reference scenarios.

- **Problems:** No significant problems were encountered.

- **Administrative Activities:** Presentation content and course materials preparation for March 27th session. All materials were updated to reflect new features and functionality which were implemented in the NLM Gateway, PubMed and MedlinePLUS to ensure that printed materials and content discussed in presentation were as current as possible

since it was unlikely that participants will be monitoring on-going developments in these resources.

- **Activities Planned for Next Quarter.** Outreach Grant will be completed by May 31st, 2003. Final report and invoices will be submitted by June 30th, 2003.

Access to Electronic Health Information, Central Valley Access to Electronic Health Information Project (Phase I)

Henry Madden Library
California State University, Fresno
5200 North Barton, M/S ML 34
Fresno, CA 93740-8014

Submitted by:

Patrick Newell
Henry Madden Library
pnewell@csufresno.edu
Voice: (559) 278-5182
Fax: (559) 278-6952

Quarterly Report for:

March, April and May, 2003

Date Submitted: June 30, 2003

Narrative Description: Central Valley Access to Electronic Healthcare Information Project

Summary/Introduction

1. **Description of Progress toward the Project's Major Objectives**
   a. **Administrative/Planning Activities**
   The project principles have met weekly to organize the project; a project plan and schedule of activities for all activates has been created. Student assistants who will work on the web site and on administrative and outreach tasks have been hired. A graduate student who will spend the Fall 2003 and Spring 2004 semesters working with the project was recruited.

   b. **Collaborations/Partnerships**
   Outreach to the Central Valley Health Policy Institute, Central California Center for Health and Human Services, and the College of Health and Human Services was completed. Although all three contacts were completed in order to prepare future collaborative actions, one of these collaborations began in earnest from the initial contact: the Project began working with the CCCHHS to identify and to contact potential outreach targets. The CCCHHS gave the CVAEHIP its database of local healthcare contacts which was used for initial mailings and telephone calls to area health organizations. Lead faculty of the CSU Fresno Department of Computer Science have been contacted about the project in the hopes of enlisting their support for database and technology development, and a meeting with the faculty is schedule for early July. The project has been presented to the Board of the Heartland Region of the Library of California, who has promised use of its email listserv to promote the project. Librarians at the College of the Sequoias were contacted and their assistance enlisted for classes that are planned at the library classroom.

   c. **Publicity/Marketing Activities**
   A small publicity campaign has begun; flyers were produced and will be mailed to area contacts by the end of June, 2003. A telephone campaign to create awareness among county health offices was performed; all county health offices (and collaborator health offices to which the main health office referred us) were contacted and presented with information about the project.

   d. **Product/Resource Development Activities**
   Bookmarks are being produced and will be provided to all libraries in the service area.

   e. **Site Visits**
   No site visits were performed.

   f. **Outreach Activities**
   Other than two initial classes, no outreach activates occurred.

   g. **Web site development activities**

The web site development has begun, although the database which will serve the information has not been completely developed (pending conversations with Computer Science faculty). The site, http://www.lib.csufresno.edu/cchip/ , has not been publicized widely.

h. Exhibits
No exhibits occurred.

2. Loansome Doc/Document Delivery Activities
No activity to report.

3. Evaluation Activities
No evaluation forms have yet been returned.

4. Problems/Corrective Actions
As the project has just begun, no significant problems have been encountered. As developing a set of static web pages could create significant problems for upkeep of the local health information data, the Computer Science Department at CSU Fresno is being approached to assist with the development of a database-driven web site.

5. Lessons Learn/Significant Feedback
Although work on a Microsoft Access database was started to collect local healthcare information for the website, recent developments in the Open Archives Initiative are being explored. The OAI architecture and federated method of information repositories, using an XML version of MARC21 Community Information, seems better suited to the needs of this project. Overtures to the OAI development community have been made and will provide useful information regarding the suitability of using the OAI protocol for the project.

6. Projected Activities for Next Quarter

Activities for next quarter include:
Development of thesaurus for local health info terms
Development of database backed web site
Development of web pages
Classes taught

7. Reports of Training
Training reports will be submitted separately.

NN/LM PACIFIC SOUTHWEST REGION
ACCESS TO ELECTRONIC HEALTH INFORMATION

Providing Enhanced Access to Electronic Health Information: A Partnership Between Good Samaritan Regional Medical Center Health Sciences Library and the Body Positive Foundation of Phoenix

Good Samaritan Regional Medical Center
Health Sciences Library
Phoenix, Arizona

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First Quarterly Report
March 1, 2003-May 31, 2003

Date Submitted: June 2003

1. **Description of Progress toward the Project's Major Objectives:**

    a. Administrative/Planning Activities

    This has been a busy period. We spent the first quarter of the award in furthering our knowledge and meeting with our partners, the Body Positive (BP) Staff. At times we have been frustrated in our attempts to meet with the staff, as this is the busiest time of the year for them. Two of their major fundraising events occurred during this period. They had a Black Tie Gala, "Night for Life:" held in May and their earlier art gallery tour in March. The Staff have had to do additional work for these fundraisers which has restricted the time we could meet. Fortunately, we now have met with Ronnie Berger, Educational Coordinator, who has suggested many ways we can market our programs to varied groups at Body Positive. This meeting took place on Wednesday, May 28th and specific dates were set up for 2 lunchtime training sessions to be held at BP on August 7th and September 18th. These sessions will have BP clients as their target audience. Plans were also made for librarians to attend a BP staff meeting on July 8th to introduce our plans and services to BP Staff. It is our hope that the BP staff will have other suggestions for us to pursue and will refer clients with their information needs.

    We have also used this period to further our knowledge about HIV and AIDS. In March we attended the AIDS Summit at UCLA, supported by a grant from NLM. This Summit was so valuable because we were able to interact with many information providers and gain a richer understanding of the AIDS resources. We took part in the exchange of brochures and factsheets and saw many ideas we could use in our program. In May, we attended the Annual Meeting of the Medical Library Association held in San Diego. While there, we maximized our time by taking CE courses, one of which," Marketing as if your library depended on it" was especially useful for this program. The course provided coherent ways of seeking and providing information for our user group. We also attended the poster sessions and spoke with various presenters that had outreach programs. We are also listed on listservs especially AIDSInfo to keep current with the new developments in the field.

    We have also been working on curriculum development. Meetings took place on April 10th and April 22nd between Sally Harvey and Lora Robbins to discuss training session content, possible outreach and promotional activities. We think we have a strong program and hope that the material will not be overwhelming.

    b. Collaborations/Partnerships

    Ongoing linkages with Body Positive will continue. We have been fortunate to meet with Ronnie Berger who will be our primary contact at Body Positive. Other possible

collaborations discussed include The McDowell Clinic, a county-run clinic located in the same building as Body Positive, and The Joshua Tree, an organization which provides services to the homeless. We are also trying to get on the schedule for the evening "Ask the Doc" program offered by Body Positive as well as the two luncheon sessions we have planned in August and September.

c. Publicity/Marketing Activities

We are reviewing the best ways to publicize our programs. Arrangements were made to publish an advertisement of our luncheon sessions in the July Body Positive newsletter which is mailed to all their clients and staff. We are also ordering Information Business cards, providing web addresses that clients can carry with them. We are still determining which sites to include.

d. Product/Resource Development Activities

Course training materials are being developed by Lora Robbins and Sally Harvey. Some NLM materials will also be used, the trifold brochures on " PubMed Basics"," MEDLINEplus Basics" as well as the "Guide to NIH HIV/AIDS Information Services" booklet. etc.

e. Site Visits

Sally Harvey attended a training session on April 19th held by Body Positive staff called Pizza and the Basics. Contacts were made with the Education Coordinator and other staff and volunteers at Body Positive. There were 6 other attendees, (BP clients), including one Spanish-language only person. Lora Robbins will take this same class in July, 2003.

f. Outreach Activities

No training sessions were held in the first quarter.

g. Web site development activities

Web site development has not begun, however, computer equipment has been ordered.

h. Exhibits

No exhibits were done in the first quarter.

2. **Loansome Doc/Document Delivery Activities**

The concept and process of Loansome Doc/Document Delivery was discussed at the May 28th meeting. Service will be established when the computer equipment is delivered. We are in the process of setting up a special Loansome Doc Account for Body Positive.

3. Evaluation Activities

Evaluation has not taken place in this quarter, due to no training sessions having been held.

4. Problems/Corrective Actions

No problems or corrective actions have been encountered in the first quarter.

5. Lessons Learned/Significant Feedback

So far, BP staff reception to the project has been quite positive. They see how useful this collaboration will be but have yet to ask for any services other than literature searching for presentations. Contact with clients has been limited.

6. Projected Activities for Next Quarter

Training session for Body Positive clients – August 7
Presentation at Body Positive staff meeting – July 8
Set up computer equipment and Loansome Doc account
Schedule more training sessions
Visit McDowell Clinic

7. Reports of Training/Demonstration Session and/or Exhibit Reports

No training sessions or exhibits were conducted in the first quarter

Facilitating School Nurses Access to Electronic Data

San Diego State University, San Diego

First Quarterly Report, March 1 – May 31, 2003

Report Submitted by:
      Marilyn E. Hall and Renee P. McLeod
      Library & Information Access
      San Diego State University
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            rmcleod@mail.sdsu.edu

Report Submitted: July, 2003

Summary/Introduction

1) <u>Progress Towards the Project's Major Objectives</u>

   a) *Administrative and Planning Activities*

   ❖ The Project Directors (McLeod/Hall) modified the timelines so the training will begin in late summer with choice of technology, website and survey creation, plus other training materials created in the summer. The lottery format was finalized during this period, that is, divide the PDA's by County with subdivisions for city and county districts.

   ❖ Hall updated a literature review on articles and reports which could be applied to the study regarding the information needs and technological competencies of school nurses, plus ideas for the survey. McLeod and Hall designed a sample questionnaire to be given to a group of greater Los Angeles area school nurses at their regional meeting. McLeod was already attending this meeting and received permission to test the instrument. As there is very little published information on this group, the sample population provided useful insight for the ultimate design of the survey. None of the study group participated in the sample survey process.

   ❖ After setting standards for the PDAs, McLeod searched for the most appropriate match with regard to price and technology. Both Hall and McLeod attended the National Medical Library Association conference, May 3, 2003 (San Diego) to discuss options with vendors and view software options. Skyscape (www.skyscape.com) was selected due to their eagerness to work with nurses, competitive pricing, efficient communication and product knowledge. Moreover, all the PDA software they provide is linked for ease of transition between programs. They are willing to maintain our price for those school nurses and students who do not win a PDA through the project lottery yet who would like to purchase one and continue with the study.

     ▪ 2 Palm Tungsten C's (new in June 2003 and HIPPA compliant) were selected for Hall and McLeod, as outlined in the proposal.

     ▪ 60 Palm m130's were selected for the study participants plus 64mb memory card, 5 Minute Pediatric Consult, and A2Z Drugs software.

     ▪ Due to a special offer from Palm, 6 additional m130's were ordered free of charge (buy 60, receive 6 for free). These 6 will be divided between the two trainers (McLeod and Hall) and 4 school nurse administrators (1 San Diego County Nurse Administrator, 1 San Diego Unified Nurse Administrator, and 2 County School District Managers). By participating in the PDA training and process, the administrators should gain a better understanding of the potential

uses of the PDAs and the needs of their employees. The administrators will not participate in the study.

❖ McLeod is in discussion with a school health management system – the only one to date designed for PDA's. Selected participants *may* beta test their system if it will not negatively impact on the study.

❖ Hall and McLeod wrote and submitted the required San Diego State University (SDSU) Institutional Review Board (IRB) application for Exempt Research Status plus successfully completed the IRB Certification Assessment.

b) Collaborations/Partnerships
N/A

c) Publicity/Marketing Activities
On March 18, McLeod presented the study concept and announced the NNLM award at a San Diego County monthly meeting for school nurses and indicated information was to follow.

d) Product/Resource Development Activities
At this time, there is more energy going into project planning, finalizing processes, and selecting the technology, rather than resource development. This development will begin during the 2nd quarter of the project.

McLeod marketed the study and the opportunity to teach/learn using handheld technology at the following meetings:
- California School Nursing Organization (CSNO), San Diego – January 30, 2003 (Discussed the writing of the grant plus a one hour presentation on the use of PDAs by the school nurse in their Informatics program.)
- San Diego County School Nurse quarterly meeting – March 18, 2003. (Mentioned the grant to the school nurses and a presentation on why a school nurse would find a PDA useful – i.e. using handheld technology in the clinical setting.)

e) Site Visits
N/A

f) Outreach Activities
Total no. of training or demonstrations during first quarter = 0
Total no. of sessions with half or more of participants from minority populations = N/A
Total no. of participants: N/A

Training will begin in Fall, 2003.

g) Website Development Activities

McLeod and Hall outlined the training and streaming media modules which will be made available on the project website. Discussions occurred with the SDSU Library about specifics for hosting the website and the URL.

Various meetings were held to discuss SDSU support for this project through Instructional Technology Services (ITS). We may receive complementary graphics support and online media development support. Greater planning and implementation of the project website will occur during the 2nd quarter.

  h) Exhibits
    N/A

2) Lonesome Doc/Document Delivery Activities
    N/A

3) Evaluation Activities
    N/A

4) Problems/Corrective Actions
    Complementary technology and instructional options available at SDSU campus were identified, examined and deemed more appropriate for this project than previously envisioned (media creation, online survey software, etc). This permitted budget and time savings which translated into a larger sample size for the project (PDA purchase).

    To enable us to increase the sample size, and maximize discounts only one type of hardware could be purchased. The larger sample size (60 vs projected 40) and the use of only one handheld operating system allows better technical support by the two PI's. Therefore we chose to eliminate the purchase of the Pocket PC's and the need to learn, teach and support the windows operating system for the Pocket PC. We concentrated on the Palm OS system for the Palm m130 handhelds that were purchased.

    Another decision we made when examining the hardware and software options was which software would best fit the design of the study and the needs of the school nurses. It was determined that reference materials were best tested by the entire sample group directly on their PDA rather than a limited number reviewing and reporting on the online full text commercial software (MD Consult, Krames). These programs will be discussed during the training session. This decision allowed the money that had been allocated for site licenses to be spent on the software package for each PDA (5 Minute Pediatric Consult, and A2Z Drugs).

5) Lessons Learned/Significant Feedback
    N/A

6) Project Activities for Next Quarter
- Send out invitations to participate in the lottery and/or study.
- Hand out PDA's to participants.
- Arrange for training site and dates.
- Refine the content and PowerPoint presentation of the training modules.
- Create training session handouts.
- Book SDSU television studios for taping the lectures.
- Hire a graduate assistant for general support plus some web updates if possible.
- Refine the presurvey if necessary and make available online.
- Investigate web tracking software/codes for tracking website use patterns.
- Develop a project logo.
- Polish the project website and verify preferred URL for the project.
- Identify the survey instrument for use on the PDA to collect data.
- Apply to speak or give poster sessions at upcoming conferences (nursing, nurse educators, medical library)

7) Reports of Training/Demonstration Sessions and/or Exhibit Reports
    N/A for this report

Appendix
N/A for this report.

**Access to Health Information for
Arizona's Tribal Nations**

UCLA Sub award No. 5415-G-DB163

Arizona Health Sciences Library
**University of Arizona
Tucson, Arizona**

By Jeanette C. McCray
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**Fourth (4th) Quarterly Report
April 1, 2003 – June 30, 2003**

Submitted July 31, 2003

Introduction

The goals of this project are to improve access to health information resources for Native Americans in Arizona, and to develop a sustainable, working partnerships between the Arizona Health Sciences Library (AHSL) and tribal representatives.

During the 4th quarter, activities continued on a number of fronts.

Description of Progress toward the Project's Major Objectives

Administrative/Planning Activities

Pat Auflick attended the College of Public Health/Border Luncheon at Hacienda del Sol on April 3, 2003. The topic (panel presentation) was "Border Health: Unique Opportunities and Challenges" which focused on critical health issues affecting the U.S. – Mexican border.

For the Tribal Connections 4 Corners project, work on the inventory was completed. Inventory information from the resource libraries and the regional medical libraries was collected to understand the resources each library could bring to the work of that group. Both Pat Auflick and Jeanette McCray continue to participate in the monthly Tribal Connections conference calls. Pat, Jeanette, Paul Bracke (Head of Systems at AHSL), and Gary Freiburger attended the Tribal Connections 4 Corners conference, June 26-27, 2003 in Tucson, which was organized by Jeanette McCray and hosted by AHSL.

The portable LAN from UCLA was tested. Unfortunately the training workshop we had projected using it for was cancelled.

At the MLA conference in San Diego in early May, Pat Auflick presented a paper on our project, entitled "Tribal Projects in Arizona". In addition, she wrote the abstract and initiated the work on a paper on the Tribal Connections 4 Corners project delivered by Claire Hamasu.

Pat Auflick attended the American Indian/Alaska Native AI/AN Research Conference in Scottsdale, May 13-15, 2003. Information gleaned and contacts made were very useful.

From May 19-23, AHSL hosted Michelle Ochillo, NLM Associate Fellow. During that time, Michelle was able to accompany us on a visit to the Sells Public Library (5/20), on Tohono O'odham tribal lands, and the Pascua Yaqui Health Department (5/20), where preparations were made for workshops to be held in July.

The Arizona Turning Point project continues to provide opportunities to meet and make connections with public librarians and public health officials around the state. Tribal libraries and tribal health departments are considered part of the project. On May 23rd, a mini-symposium was held in Mesa to discuss in detail the project with these groups. Over 75 people attended the event.

On May 29th, Pat Auflick consulted with Mary Lou Goldstein, Scottsdale Healthcare, on her Native American outreach project.

Publicity/Marketing Activities

See site visits to Sells Public Library (Tohono O'Odham tribe) and Pascua Yaqui tribe below, "D" below.

Product/Resource Development Activities

No activity.

Site Visits/Training/Demonstration Sessions/Presentations (Include description of the sites and target population)

Date: May 13, 2003
Site: AHSL (Tucson) and Tuba City Regional Health Care Corporation (Navajo Nation)
Target population: Tuba City nurses and community health representatives
Presentation format: training; interactive videoconference
Topics covered: Wound and injury resources
Presenter: David Howse, AHSL Information Services Librarian

Date: May 20, 2003
Site: Sells Public Library (on the Tohono O'Odham reservation)
Target population: public librarian
Presentation format: Site visit
Topics covered: AHSL services, AZ Turning Point Project, establishing relationship
Presenter: Pat Auflick, Outreach Services Librarian, and Michelle Ochillo, NLM Associate Fellow

Date: May 20, 2003
Site: Pascua Yaqui Tribe Health Department
Target population: Health department employees
Presentation format: site visit
Topics to be covered: Planning for July workshops
Presenter: Pat Auflick, Outreach Services Librarian, and Michelle Ochillo, NLM Associate Fellow

Exhibits

No activity.

Loansome Doc/Document Delivery Activities

No activity.

Evaluation Activities

No activity.

Problems/Corrective Actions. Lessons Learned/Significant Feedback

Nothing new to report: timely communications, no matter the method, are slower than we anticipate and therefore frustrating. Workshops continue to be cancelled (Tuba City is scheduled to meet with us monthly – only one occurred in this quarter. Tribes may be driven by priorities which we cannot address.

We continue to work on relationships with key individuals and to be on the lookout for opportunities in whatever (sometimes unusual and/or unexpected) form they may take.

Projected Activities for Next Quarter

We will travel to Tuba City (350 miles) and present a series of 1-hour workshops to health care providers and community health workers at the Tuba City Regional Healthcare Hospital. It is our intent to test the portable LAN borrowed from UCLA.

Workshops will be presented to the Pascua Yaqui tribe's health department workers at their site.

Pat Auflick will attend the 6th Annual National Community Health Workers/Promotores Conference in San Francisco, August 19-22, 2003, and will present several hour-long workshops and make contacts with Native American and Hispanic health workers.

We are looking for other opportunities to present workshops and test the portable LAN.

Work will continue on the Turning Point project Web site and training protocols.

Reporting Forms for Training/Demonstration Sessions and/or Exhibit Reports

No activity this quarter

Project Name: **HAWAII HEALTH PORTAL: STATEWIDE PATHWAY TO ELECTRONIC HEALTH INFORMATION**

Institution: **CONSUMER HEALTH INFORMATION SERVICE (CHIS) HAWAII MEDICAL LIBRARY (HML)**

Location: **HONOLULU, HI 96813**

Submitted by: **JOHN BREINICH, EXECUTIVE DIRECTOR
HAWAII MEDICAL LIBRARY
1221 PUNCHBOWL STREET
HONOLULU, HI 96813
PHONE: (808)536-9302 EXT 106
FAX: (808)524-6956
E-MAIL: breinich@hml.org**

Reporting Dates: **1st Quarter Report
MARCH 1, 2003- MAY 31, 2003**

Date Submitted: JUNE 16, 2003

Hawaii Health Portal: Statewide Pathway to Electronic Health Information

Introduction

Collaboration and web site development were the focus of this quarter's activities.

I. Description of Progress toward the Project's Major Objectives

A. Administrative/Planning Activities

Support staff for the Hawaii Health Portal (HHP) Project was necessary so a CHIS library assistant position was advertised on March 10, 2003. After interviewing prospective applicants, Eric Holmberg was hired on March 31, 2003.

B. Collaborations/Partnerships

The CHIS and the Hawaii State Public Library System (HSPLS) existing partnership will be strengthened further by this project. Consumer Health Librarian Tina Okamoto has had a number of telephone conversations with HSPLS librarians JoAnn Schindler, Susan Nakata, and Vernon Tarn. Results of the telephone conversations include:

1. HSPLS will definitely include a link from their web page to the HHP once it is completed.
2. The 30 minute HHP presentation by CHIS has been approved for the four HSPLS branch manager meetings. Meeting schedules will be determined in late July or August.
3. The 30 minute HHP presentation by CHIS has been approved for the HSPLS YA and Juvenile librarian meetings. Meeting schedules to be determined in early Fall.
4. HSPLS will assist in setting up training sessions for librarians and the public on all of the major Hawaiian Islands. These dates are dependent on the branch manager meeting dates. We would prefer that the branch managers be familiar with the HHP prior to the general sessions.
5. As part of a previously funded NN/LM PSR grant, CHIS purchased 5 computers for HSPLS for which patrons searching for health information would be given priority. We inquired about having the home page setting for these computers be the HHP. HSPLS

is considering this proposal.

Tina Okamoto and Thomas Foye, the Director of Hawaiian Health Resource Development at Pa pa Ola Lokahi (POL) met to discuss our individual projects and how they can complement each other.
Momi Lovell, who is in charge of their web site development, will be our contact person.

Discussions have also been initiated with the University of Hawaii's Department of Native Hawaiian Health (DNHH) and the Native Hawaiian Center of Excellence (NHCOE) regarding Native Hawaiian health information on the Internet.

C.   Publicity/Marketing Activities

Notice of the Project's funding was sent to our partners on February
28, 2003.

D.   Product/Resource Development Activities

Not applicable during this quarter

E.   Site Visits

Not applicable during this quarter

F.   Outreach Activities

Not applicable during this quarter

G.   Web Site Development Activities

The HHP main page and the help pages are under development.
They are being designed and created using Dreamweaver and Fireworks software for the HTML page creation and some graphic elements.

John Breinich, HML Executive Director, and Tina Okamoto, Consumer Health Librarian, met with Lisa Kawamoto-Valenti, Queen's Medical Center's Creative Services graphic designer. QMC Creative Services has been contracted to create graphics for the HHP.

H.   Exhibits

Not applicable during this quarter

II.   Loansome Doc/Document Delivery Activities

Not applicable during this quarter

III.   Evaluation Activities

Not applicable during this quarter

IV.   Problems/Corrective Actions

Not applicable during this quarter

V.   Lessons Learned/Significant Feedback

Not applicable during this quarter

VI.   Projected Activities for Next Quarter

A.   Completion of the HHP main page design.
B.   Completion of the other HHP pages.
C.   Development of the curriculum.
D.   Development of promotional materials.
E.   Collaboration with POL, DNHH, and NHCOE to create a resource
      web page for Native Hawaiian health information.
F.   Collaboration with HSPLS to set up training session dates.

VII.   Reports of Training/Demonstration Sessions and/or Exhibit Reports

Not applicable during this quarter

HAWAII MEDICAL LIBRARY MEMORANDUM

February 28, 2003

Announcement of Award to Hawaii Medical Library

I am pleased to announce the funding of HML's Hawaii Health Portal Project

Hawaii Medical Library
Honolulu, HI
Project Director: John Breinich
Phone: 808-536-9302 ext 106; FAX: 808-524-6956
breinich@hml.org

This project will create an Internet portal to ensure that Hawaii's population can easily locate authoritative health information resources specific to their needs. This project will strengthen and develop the existing partnership between Hawaii Medical Library and the Hawaii State Public Library System and build a collaboration with the University of Hawaii's Department of Native Hawaiian Health, the Native Hawaiian Center of Excellence, and Papa Ola Lokahi. The Hawaii Health Portal will include links to health information resources of special interest to the Native Hawaiian population. Public librarians, as well as health professionals and educators serving the Native Hawaiian population, will be trained to use the portal and will teach others to use it. The project will run March 2003 - August 2004. We look forward to working with our partners to improve access to health information in Hawaii.

Facilitating School Nurses Access to Electronic Data

San Diego State University, San Diego

First Quarterly Report, March 1 – May 31, 2003

Report Submitted by:
Marilyn E. Hall and Renee P. McLeod
Library & Information Access
San Diego State University
5500 Campanile Drive
San Diego, CA, 92182-8050

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Email: mehall@mail.sdsu.edu
        rmcleod@mail.sdsu.edu

Report Submitted: July, 2003

Summary/Introduction

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❖ Hall and McLeod wrote and submitted the required San Diego State University (SDSU) Institutional Review Board (IRB) application for Exempt Research Status plus successfully completed the IRB Certification Assessment.

b) Collaborations/Partnerships
    N/A

c) Publicity/Marketing Activities
    On March 18, McLeod presented the study concept and announced the NNLM award at a San Diego County monthly meeting for school nurses and indicated information was to follow.

d) Product/Resource Development Activities
    At this time, there is more energy going into project planning, finalizing processes, and selecting the technology, rather than resource development. This development will begin during the 2nd quarter of the project.

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e) Site Visits
    N/A

f) Outreach Activities
    Total no. of training or demonstrations during first quarter = 0
    Total no. of sessions with half or more of participants from minority populations = N/A
    Total no. of participants: N/A

    Training will begin in Fall, 2003.

g) Website Development Activities
    McLeod and Hall outlined the training and streaming media modules which will be made available on the project website. Discussions occurred with the SDSU Library about specifics for hosting the website and the URL.

Various meetings were held to discuss SDSU support for this project through Instructional Technology Services (ITS). We may receive complementary graphics support and online media development support. Greater planning and implementation of the project website will occur during the 2nd quarter.

h) Exhibits
   N/A

2) <u>Lonesome Doc/Document Delivery Activities</u>
   N/A

3) <u>Evaluation Activities</u>
   N/A

4) <u>Problems/Corrective Actions</u>
   Complementary technology and instructional options available at SDSU campus were identified, examined and deemed more appropriate for this project than previously envisioned (media creation, online survey software, etc). This permitted budget and time savings which translated into a larger sample size for the project (PDA purchase).

   To enable us to increase the sample size, and maximize discounts only one type of hardware could be purchased. The larger sample size (60 vs projected 40) and the use of only one handheld operating system allows better technical support by the two PI's. Therefore we chose to eliminate the purchase of the Pocket PC's and the need to learn , teach and support the windows operating system for the Pocket PC. We concentrated on the Palm OS system for the Palm m130 handhelds that were purchased.

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5) <u>Lessons Learned/Significant Feedback</u>
   N/A

6) Project Activities for Next Quarter
- Send out invitations to participate in the lottery and/or study.
- Hand out PDA's to participants.
- Arrange for training site and dates.
- Refine the content and powerpoint presentation of the training modules.
- Create training session handouts.
- Book SDSU television studios for taping the lectures.
- Hire a graduate assistant for general support plus some web updates if possible.
- Refine the presurvey if necessary and make available online.
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- Develop a project logo.
- Polish the project website and verify preferred URL for the project.
- Identify the survey instrument for use on the PDA to collect data.
- Apply to speak or give poster sessions at upcoming conferences (nursing, nurse educators, medical library)

7) Reports of Training/Demonstration Sessions and/or Exhibit Reports
   N/A for this report

Appendix
N/A for this report.

APPENDIX C:

RESOURCE LIBRARIES DIRECTORS
MEETING MINUTES - JUNE 4, 2003

RESOURCE LIBRARIES DIRECTORS

JUNE 4, 2003 - MEETING MINUTES

Attending:
Resource Library Directors: John Breinich, Hawaii Medical Library; Karen Butter, UCSF; Bill Clintworth, USC; Judy Consales, UCLA; Carlene Drake, Loma Linda; Gary Freiburger, University of Arizona; Nick Goetzfridt, University of Guam; Carol Ann Hughes, UCI; Dick Miller, Stanford University; Susan Starr, UCSD; Gail Yokote, UCD; Joan Zenan, University of Nevada.
PSRML Staff: Heidi Sandstrom, Alan Carr, Kay Deeney, Julie Kwan.

The meeting began at 9:00 am.

Judy C. welcomed the group to Reno. Elaine Graham's last day as PSRML Associate Director was May 30, 2003, and Heidi Sandstrom was appointed Interim Associate Director effective June 2, 2003. Judy expects to be able to post for the Associate Director position, since PSRML is funded by a federal contract. Judy will continue as Interim Director of the Biomedical Library and Director of PSRML for the foreseeable future. Gary Strong, newly appointed UCLA University Librarian, will begin work on September 1, 2003. Joan Zenan is planning to retire this year, and the posting for a new Director for the Savitt Medical Library is currently in the Provost's Office, and should be approved within the next couple of weeks. Joan hopes to have the position filled by the end of 2003.

SPACE PLANNING (Susan Starr):
UCSD is renovating the current Biomedical Library structure, which was built in 1969, and is also adding a new building. Barbara Slater is head of the project, with an expected completion date in 2007. Proposition 47, passed in November, 2002, provided bond funding for the project, which has a total budget of about $17,000,000. The 1996 LCME review of the UCSD medical school was the impetus for the project, because it stated that the library needed more user space and updating of its technology infrastructure, and also did not meet ADA access and code compliance. However, the building project does not allocate any additional space for the library's collections. The project will double the library's assignable square feet, and quadruple the number of user seats. Pre-1966 materials have been moved to remote storage. Susan anticipates a lot of foot traffic from a new parking structure through the Biomedical Library to the rest of the campus.

There are five goals for the project:
- To have a well designed space to house the biomedical collections.
- To have the technological infrastructure to support the use of biomedical information.
- To have a variety of space for active group study and individual reflection. (The library currently has no group study space).
- To have space for consultations with library staff.
- To have a flexible design to support information needs for years to come.

Features of the new structure include more space, more light, wired seating areas, large and small group study areas, 3 classrooms, and compact shelving.

Challenges of the project include the irregular roof line, accommodating non-library neighbors, and remaining open and providing service during the renovation and temporary occupancy of the addition during 2005/06. Also, 50,000 volumes need to be removed from the building while the south wall is razed during the summer of 2003.

In addition to the $17,000,000 budget, the library also has $600,000 to spend on equipment and furnishings. There will be a 24-hour lounge for medical students and room for 400 computer workstations in the new building. There will also be a single service point for circulation and reference services, which is the same as the current arrangement.

Timeline:
The project is currently in the design phase; construction will begin in March or April, 2004. Building the addition will take about one year, from May, 2004, to May, 2005; and renovation of the current structure will take another year, from May 2005 to June, 2006. Moving into the new building will begin in September, 2006, and the staff should be settled in by 2007.

The building project website is located at: scilib.ucsd.edu/bml/building.

OUTREACH EVALUATION (Heidi Sandstrom and Alan Carr):
At the May, 2002, RML Directors meeting, public health professionals and public librarians were identified as key target areas for outreach. Task forces were established to design outreach evaluation models for both groups. Julie Kwan was a member of the Public Health Task Force, along with a public health professor, who suggested using logic models, which was a different approach from previous evaluation efforts. The task force met via teleconference, and the logic model approach was then also adopted by the Public Library Task Force, which included the Executive Director of the Public Library Association as one of its members. The logic models are still in draft form, and were discussed in detail at the RML Directors meeting in May, 2003, in San Diego. Final versions of the logic models will be forwarded to Resource Library Directors once they are received.

PUBLIC LIBRARIES
Heidi led a discussion of the public library logic model. She mentioned that activities "a" and "c," as well as milestone "a," had been removed, based on the discussion in San Diego. Consumer Health Information Services Coordinators have begun discussing how to implement the framework in the different NN/LM regions. Resource Library Directors commented that the milestones could be too prescriptive, and that the logic models had bitten off quite a bit of territory, which may be unrealistic for completion in the stated timeline of year 3 of the PSRML contract. It was also mentioned that the models seemed to be mostly concerned with counting activities or contacts, and that it would be important to work through the political process to deal with public library groups. Also, making contact initially, such as through ALA connections, could be useful in locating

partners to help with the projects. A training subgroup will be formed to develop courses, which will have a flexible curriculum and possibly involve PLA. The task force thought that training might best be offered by a national organization, such as PLA or NLM, rather than at the regional level. Carlene D. commented that hands-on training would be very important for the learning process, and that many public librarians do not have computers at their desks. Other comments from the group were that collaboration was necessary with public librarians to develop courses and determine needs, and that it would be better not to have training passed down from NLM.

PUBLIC HEALTH
The public health logic model was discussed next. Resource Libraries Directors commented that regarding Objective 3 it could be useful to identify potential health information partners, such as religious groups, head start programs, and social workers. It was pointed out that state agencies can be hard to deal with and not interested in talking. Often, better results are achieved at the city or county level. Contacts need to be maintained, because personnel can change often. The best training opportunity is when someone needs to use the particular resource. The public health field is decentralized, which makes it challenging to get a grip on. A reasonable approach is needed, which could be applied throughout the NN/LM regions. Distance learning is important in public health, and social workers could be used as a conduit into the public health workforce. Gail Y. mentioned that UCD has a new Masters of Public Health program.

OUTREACH PROJECTS:

ARIZONA
Gary Freiburger gave updates on the Handhelds in Healthcare Fair and the Tribal Connections Four Corners projects. The handhelds event was held in both Phoenix and Tucson on November 21-22, 2002, and a total of 400 people attended. The events were publicized with posters and a targeted mailing of 4,000 postcards. Vendors were charged a $200.00 exhibit fee to cover catering costs.

The Tribal Connections Four Corners Evaluation Project, for outreach to the American Indian community, began with an NLM grant to the Midcontinental Region, which provides funding, while Arizona Health Sciences Library provides staffing. The project includes many collaborators, and an initial planning meeting was held in Salt Lake City, Utah, in April, 2002. The project methodology used was "asset mapping," which produced a questionnaire designed to create an inventory database of outreach resources, including personnel and valuable contacts in the four corners region. Results from this process will be reviewed at a workshop, to be held June 26-27, in Tucson. Two projects will be selected as evaluation study pilots at this workshop, and evaluation staff will gauge the impact of the process after the pilot projects are completed.

ACCESS TO HEALTH INFORMATION FOR ARIZONA'S TRIBAL NATIONS
Gary next reviewed Access to Health Information for Arizona's Tribal Nations project, an eighteen-month project funded by PSRML. The main goal of the project was to adopt an open-ended approach so that tribes can participate as full partners in the planning process. The expectations and objectives are flexible, but the basic long-term objective is to let the tribes know that library staff and resources are available to work with them. Gary mentioned that the Navajo tribe had just established its own Institutional Review Board, and was pulling away somewhat from the Indian Health Service.

The Gila River Indian community was also breaking from IHS. This group had requested a bioterrorism workshop for public health nurses, and had agreed to additional quarterly workshops. But it turned out to be difficult to set dates for the workshops, and there were many cancellations. Tribal Health Directors from 21 tribes were invited to attend two workshops on February 5 and 14, 2003. Three people attended each workshop, and various tribal contacts were made. A workshop is planned for July for the Pascua Yaqui Health Department. Tuba City health care representatives, located north of Flagstaff, meet once per month via a telemedicine network. Topics of past meetings have included MEDLINEplus, consumer health websites, and Internet Explorer skills. Future topics planned include advanced Internet Explorer skills, diabetes information sources, NLM Gateway, and ClinicalTrials. Developing personal relationships has been very important in working with the tribes.

The Turning Point project is aimed at health departments nationwide, and is funded by the Robert Wood Johnson Foundation. Arizona got two Turning Point projects funded, one of which involves the University of Arizona Health Sciences Library. The library used the funding to create a website for public libraries, and encourages public librarians to link to this website, AZHealthInfo.org. The website was rolled out with about 100 links, and further content for the website is being developed. Information can be located by topic or geographically, or a combination of the two approaches. Tribal health departments are also involved in Turning Point, and may build their own LAN, with a wireless connection to the local hub.

NEVADA

ASSESSING THE POTENTIAL OF HANDHELD COMPUTING APPLICATIONS IN PUBLIC HEALTH
Terry Henner presented a progress report on the Handheld Computing Applications in Public Health outreach project, at the University of Nevada. This effort follows up on similar previous experiences with the public health workforce in the area, which showed that information was needed at the point of care in the field, and perhaps PDAs could fill this need. Stages of the current project, which involves all types of public health personnel in Washoe and Clark counties, include data gathering, pilot projects, provision of PDA equipment and training, and follow-up. Initial data gathering showed that about 20% of survey respondents used PDAs, which is lower than studies of physicians who use PDAs. Reasons given for not using PDAs included that they were too expensive or not provided by public health departments. PDAs were also still viewed as personal

luxury items, and not as essential business tools. However, everyone wanted training on using PDAs! Personnel from Clinical Community Services and Environmental Health Services will serve as cohorts for the pilot project. To begin the pilot study, six PDAs will be purchased for the two groups, and software will be identified and purchased for loading onto the PDAs. The next part of the project will involve observational field studies, to see what people will do with the PDAs and if they make a difference in practice. Data from the project could potentially prove how essential PDAs are in public health practice, and perhaps the final result will be that public health departments will buy PDAs for their staff members. Terry noted that getting buy-in from public health agency Information Technology contacts was an important first step in the project.

HAWAII

HAWAII HEALTH PORTAL
John Breinich reviewed progress on the Hawaii Health Portal project, which has a performance period of March, 2003, through August, 2004, and emphasizes native Hawaiian health. The focus of this project is creating a model for a statewide health information portal, which pulls together resources from many state health agencies, promotes NLM resources, and makes information available in one location. Currently work is proceeding on the design of the portal webpage, which has links to native Hawaiian websites and consumer health links. Links to resources provided through a statewide EBSCO contract will be added soon. Future plans include design of website graphics in June and July, 2003, followed by training and promotion of the portal on all islands. John also mentioned another project involving digital reference services, in conjunction with North Dakota, funded by an NLM grant.

PSRML FUNDING OPPORTUNITIES (Heidi Sandstrom):
The Express Outreach Award program will continue, and has been very successful. The application procedure is streamlined, and a maximum of $6,000 per award is available. In July, 2003, an RFP will be issued for four major outreach awards, with funding up to $25,000 per award. Two awards will be available for outreach to health care professionals, and the other two awards will fund regional outreach activities to the public. Heidi also mentioned Technology Awareness awards, with a total of $25,000 available for building technology awareness. Activities that could be funded by the awards include engaging speakers and paying their travel expenses, technology fairs, or videocasts. Catering expenses could also be funded from the awards. Heidi suggested that smaller awards be granted to various locations around the region. Perhaps the awards could be used to investigate the next level of technology beyond PDAs, including distance education software or virtual reference software, which would provide alternatives to traveling to provide education. Draft versions of the RFPs for both awards will be forwarded to Resource Library Directors for review and comment.

RESOURCE SHARING (Julie Kwan):
EFTS has been the focus for the past year, and Julie has given EFTS presentations to all MLA chapters in the region, and to several other library groups. Ten percent of DOCLINE libraries in the region are currently participating in EFTS, including nine (out

of twelve) resource libraries. Julie estimates that probably 50% of DOCLINE libraries in the region will have joined EFTS within another year. MLGSCA has begun accepting ILL coupons in return for checks made out to EFTS, as a strategy to get libraries away from using coupons. EFTS will bring increasing levels of interregional borrowing. DOCLINE 2.0 is coming soon, which includes a major revision of DOCUSER, and will allow users to print DOCUSER records. The next enhancement will be routing by library group. A minimum of eleven libraries is needed for a group, which will be set up with its own code. There are currently over 1,000 FreeShare members. The ILL/ISO protocol was heavily desired in the region, which sent a strong statement to NLM. The first testing for a SERHOLD/OCLC batch update is coming, and will involve five libraries in the region who wish to participate. Good maintenance of SERHOLD data is needed for the process.

UC libraries have decided that the new MELVYL-T file will include only holdings of non-UC campuses that contribute both books and journals, so it will not be as inclusive as the old MELVYL PE file. The reason for this change is the amount of work that is needed to massage journal holdings data.

NLM is building the capacity for a full-text clickable link, which would use a PubMed search filter to find free full-text available, and let the user/library know that interlibrary loan is unnecessary for these items.

Open access will be an area of emphasis for the coming year. The California Digital Library is developing WebPages for faculty regarding open access. Open access is an important issue with the amount of journal cancellation projects made necessary by the budget situation in California, and gives more scholarly publishing options to researchers. The Public Library of Science does not have an institutional membership option, as does Biomed Central.

Prior to beginning the afternoon session, Joan Zenan gave a tour of the new Savitt Library facility.

NLM PROGRAM PRESENTATIONS (Judy Consales):
NLM has asked for contact information for experts who could make presentations at national meetings about NLM's products and services, for putting together a speaker's bureau. Potential topics could include PubMed Central, Biomed Central, or open access. The listings would include the names of speakers and liaisons to various associations. The suggestion was made to include topics beyond the scope of NLM products and services. Outreach awards are one way to make contact with potential speakers. It's also important to know the meeting planners, since meetings are planned so far in advance. The group agreed that contacting the associations and the meeting planners was the best strategy for getting selected for a program presentation.

MEDICAL DIGITAL REFERENCE PROJECT/BIOSITES (Kay Deeney):
BioSites
Links to BioSites have been removed from the PSRML website. A survey of BioSites contributors showed that many now have their own tools for collecting websites and do

not use BioSites. Also, contributors had good intentions, but were not following through with submissions of new websites. The submission procedure was streamlined in 2001, but the level of contributions did not increase. Consumers are using BioSites more than libraries and health professionals. UCSF will archive the site.

Medical Digital Reference Project (MDRP)
The Medical Digital Reference Project (MDRP) provides health information to public library patrons, who access the service through links on public library websites. Partners in the project include the Metropolitan Cooperative Library Service, based in Los Angeles County, and 24/7 Reference. Several other states are also currently participating. There has been a fairly low number of questions, but the software may not be accurately reflecting the volume of transactions. Question Referral Center (QRC) is being tested now. It is not a live chat service, but rather an e-mail service. Training was conducted online. QRC works by allowing consumers to send health-related questions to public librarians, who then forward e-mail requests for follow-up. This system may increase the transaction volume, and may be the most popular route for questions until live chat becomes more popular. Currently, no MDRP icons appear on any WebPages.

Benefits of the MDRP project are that participants get a chance to test the technology without significant financial commitment. The service could eventually be used for bibliographic instruction, e.g., PubMed or other database training on the fly, and extending the reach of libraries by providing access to large groups of users. It is the "next best thing to being there." Future plans include targeting the service directly to health professionals, and adding medical librarians from Hawaii and other time zones as participants in the project. Voice-over IP would be a great enhancement to the service, but the latest version of the software does not include that feature. Digital reference could be a transitional technology, like CD-ROM, which never really catches on. The UCLA Library system answers about 350-400 digital reference questions per month.

The meeting concluded with Resource Library updates.

The meeting adjourned at 3:40 pm.